

Firstsource Solutions Limited

Profit and Loss account summary (consolidated figures)

Particulars	Quarter ended		Growth % in Q2 FY21 over Q2 FY20	Quarter ended June 30, 2020	Growth % in Q2 FY21 over Q1 FY21	Six Months Ended		Growth %
	Sep 30, 2020	Sep 30, 2019				Sep 30, 2020	Sep 30, 2019	
INCOME								
Income from services	11,783.30	9,714.65	21.3%	10,537.16	11.8%	22,320.46	19,383.45	15.2%
Other Operating Income	93.72	134.43	-30.3%	84.73	10.6%	178.45	263.43	-32.3%
REVENUES FROM OPERATIONS	11,877.02	9,849.08	20.6%	10,621.89	11.8%	22,498.91	19,646.88	14.5%
EXPENDITURE								
Operating expenses	2,015.85	1,803.05	11.8%	1,825.61	10.4%	3,841.46	3,332.77	15.3%
Personnel expenses	7,984.85	6,721.51	18.8%	7,128.23	12.0%	15,113.08	13,332.83	13.4%
	10,000.70	8,524.56	17.3%	8,953.84	11.7%	18,954.54	16,665.60	13.7%
OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)	1,876.32	1,324.52	41.7%	1,668.05	12.5%	3,544.37	2,981.28	18.9%
Operating EBITDA %	15.8%	13.4%		15.7%		15.8%	15.2%	
Depreciation / amortization	518.50	454.64	14.0%	498.45	4.0%	1,016.95	893.97	13.8%
OPERATING MARGIN	1,357.82	869.88	56.1%	1,169.60	16.1%	2,527.42	2,087.31	21.1%
Operating MARGIN %	11.4%	8.8%		11.0%		11.2%	10.6%	
Interest Income / (expense), net	(119.21)	(128.97)	-	(128.09)	-	(247.31)	(243.83)	-
Other Income / (expense)	15.71	65.40	-	(6.72)	-	9.00	31.84	-
PROFIT/(LOSS) BEFORE TAX (PBT)	1,254.32	806.31	55.6%	1,034.79	21.2%	2,289.11	1,875.32	22.1%
PBT (% of Total Income)	10.6%	8.2%		9.7%		10.2%	9.5%	
Taxes	201.52	132.42	52.2%	148.04	36.1%	349.56	289.67	20.7%
PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST	1,052.80	673.89	56.2%	886.75	18.7%	1,939.55	1,585.65	22.3%
Non - controlling interest	(0.07)	(0.01)	-	(0.00)	-	(0.07)	(0.04)	-
PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)	1,052.87	673.90	56.2%	886.75	18.7%	1,939.62	1,585.69	22.3%
PAT (% of Total Income)	8.9%	6.8%		8.3%		8.6%	8.1%	
EARNINGS PER SHARE (Equity shares of par value INR 10/- each)								
Basic	1.55	0.97		1.29		2.83	2.29	
Diluted	1.50	0.97		1.27		2.77	2.28	



(As per Indian Accounting Standards)

In INR million, except per share data

Firstsource Solutions Limited



Balance sheet (consolidated figures)

(As per Indian Accounting Standards)

In INR million

Particulars	As at	
	Sep 30, 2020	Mar 31, 2020
ASSETS		
Non-Current Assets		
Fixed assets	1,896.46	1,912.08
Right-of-use assets	4,567.07	4,472.92
Goodwill on consolidation	21,778.78	22,323.56
Investment in associate accounted for using the equity method	0.07	0.07
Financial assets		
Investments	121.54	122.09
Other financial assets	741.14	724.71
Deferred tax assets	2,677.87	2,511.30
Income tax assets (net)	792.97	783.64
Other non-current assets	1,893.66	1,976.90
Total Non-Current Assets	34,469.56	34,827.27
Current Assets		
Financial assets		
Current investments	706.25	0.00
Trade receivables	4,881.52	5,567.18
Cash and cash equivalents	1,453.22	1,907.49
Other financial assets	2,345.90	2,158.28
Other current assets	1,408.71	1,410.29
Total Current Assets	10,795.60	11,043.24
TOTAL ASSETS	45,265.16	45,870.51
EQUITY AND LIABILITIES		
Shareholder's funds		
Equity share capital	6,948.20	6,938.27
Reserve and surplus	21,883.06	20,715.55
Total equity attributable to equity holders of the Company	28,831.26	27,653.82
Non - controlling interest	5.85	5.88
Non-current liabilities		
Financial liabilities		
Long-term borrowings	106.36	27.76
Lease liabilities	4,201.27	4,053.38
Provision for employee benefits	97.88	85.88
Deferred tax liabilities	901.85	734.95
Total Non-current liabilities	5,307.36	4,901.97
Current liabilities		
Financial liabilities		
Short-term and other borrowings	5,885.20	8,341.42
Trade payables	1,284.63	952.81
Lease liabilities	1,036.12	1,069.77
Other financial liabilities	1,236.60	1,828.07
Other current liabilities	1,040.60	655.99
Provisions for employee benefits	556.15	401.40
Provision for tax (net)	81.39	59.38
Total Current liabilities	11,120.69	13,308.84
TOTAL LIABILITIES	45,265.16	45,870.51

Firstsource Solutions Limited



Cash Flow Statement (consolidated figures)

In INR million

Particulars	Quarter ended Sep 30, 2020	Six months ended Sep 30, 2020
Cash Flow from Operating Activities		
Operating Margin	1,357.82	2,527.42
Adjustment: Non Cash and Other Income / (Expense)	730.45	1,421.30
<i>Operating Cash before Working Capital</i>	<i>2,088.27</i>	<i>3,948.72</i>
Add: Working Capital Changes	459.00	701.46
Less: Income Taxes Paid	(195.96)	(287.05)
Net cash generated from operating activities (A)	2,351.31	4,363.13
Cash Flow from Investing Activities		
Capital Expenditure	(260.49)	(461.41)
(Investments)/ Proceeds from Current Investments	(360.12)	(693.60)
Earmarked balances with banks (Dividend Escrow)	0.37	(14.77)
Net cash used in Investing activities (B)	(620.24)	(1,169.78)
Cash Flow from Financing Activities		
Net Increase / (Decrease) in Borrowings	(1,505.99)	(2,363.49)
Net Interest Paid	(125.47)	(260.91)
Payment of lease liabilities	(280.08)	(560.57)
Increase in Shareholder's Funds	26.33	30.18
Purchase of treasury shares (Employee Stock Option Trust)	(97.97)	(508.62)
Net cash used in Financing activities (C)	(1,983.19)	(3,663.41)
Net increase / (decrease) in cash and cash equivalents	(252.12)	(470.06)
Cash and cash equivalents at the beginning of the period	1,704.22	1,907.49
Earmarked balances with banks	(0.37)	14.77
Foreign exchange (gain) on translating Cash and cash equivalents	1.49	1.02
Closing Cash and Cash Equivalents	1,453.22	1,453.22
Cash and Cash Equivalents including Investments	2,159.47	2,159.47

OPERATING METRICS
Revenue by Industry

	Quarter Ended			Year Ended	
	Sep 30, 2020	Sep 30, 2019	June 30, 2020	Mar 31, 2020	Mar 31, 2019
Banking & Financial Services	51.9%	40.4%	51.2%	40.5%	35.3%
Communications, Media & Tech	18.8%	22.0%	16.2%	23.4%	28.0%
Healthcare	27.1%	34.5%	29.9%	32.9%	34.3%
Diverse Industries	2.2%	3.1%	2.7%	3.2%	2.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

Revenue by Service Line

	Quarter Ended			Year Ended
	Sep 30, 2020	Sep 30, 2019	June 30, 2020	Mar 31, 2020
Digitally Empowered Contact Center	49.1%	51.6%	47.8%	51.8%
Intelligent Back Office	42.9%	42.8%	44.2%	42.6%
Platforms, Automation & Analytics	8.0%	5.6%	8.0%	5.6%
Total	100.0%	100.0%	100.0%	100.0%

Revenue by Geography

	Quarter Ended			Year Ended	
	Sep 30, 2020	Sep 30, 2019	June 30, 2020	Mar 31, 2020	Mar 31, 2019
USA	68.1%	61.6%	69.1%	61.4%	55.0%
UK	30.6%	36.9%	29.7%	37.2%	43.9%
Rest of world	1.3%	1.5%	1.2%	1.4%	1.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

Revenue by Delivery location

	Quarter Ended			Year Ended	
	Sep 30, 2020	Sep 30, 2019	June 30, 2020	Mar 31, 2020	Mar 31, 2019
Offshore	27.0%	22.8%	24.8%	24.1%	19.6%
Onshore	73.0%	77.2%	75.2%	75.9%	80.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

Client Concentration

	Quarter Ended			Year Ended	
	Sep 30, 2020	Sep 30, 2019	June 30, 2020	Mar 31, 2020	Mar 31, 2019
Client contribution to revenues					
Top customer	16.2%	19.8%	13.7%	21.1%	24.5%
Top 5 customers	40.4%	39.5%	39.9%	41.1%	41.4%

Employee and Seats Metrics

	Quarter Ended		
	Sep 30, 2020	Sep 30, 2019	June 30, 2020
Total employees (end of period)	23,960	20,001	21,831
Net Addition	2,129	1,451	628
Employees in India	13,536	10,493	11,684
Employees outside India	10,424	9,508	10,147
Post 180 days attrition - Quarter annualized			
Offshore (India and Philippines)	26.3%	40.0%	15.1%
Onshore (US and Europe)	47.3%	54.6%	30.2%
Number of seats	17,500	16,594	17,537